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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, May 26, 2021

SERVICE TERRITORY CASES

	Employee Active Cases
Texas	2
New Mexico	0

STAKEHOLDER COMMUNICATIONS

PUC/PRC

Regulatory Affairs – Weekly

City/County

Community Relations – As Needed

OPERATIONS

General

- Company continues to evaluate the return to the office for employees that are required for filings or special projects and will tentatively schedule the return of another small contingent on June 14th.
- Xcel Energy is targeting Labor Day 2021 for a broad return of employees to the office locations.
- Employees can voluntarily report their COVID vaccination. The information is confidential and will be used as a data point in decisions concerning return to work at Xcel Energy locations.
- Effective May 25:
 - Onsite employees who have been fully vaccinated and have reported their vaccination are no longer required to wear face coverings or practice social distancing at worksites, unless state or local mandates are more restrictive.
 - Crews are allowed to ride together, provided they are fully vaccinated. One employee who is not fully vaccinated and who is wearing a face covering may ride with fully vaccinated individuals.
 - Travel restrictions for fully vaccinated employees are lifted, though unvaccinated employees must continue to follow CDC travel guidance.
 - Temperature screening stations will be removed from our facilities, except where still required by state or local mandates.
 - Offsite, in-person customer/stakeholder meetings will be allowed for employees who have been fully vaccinated.
 - The "no visitor" policy at all our facilities remains in effect.
- In Texas, all businesses of any type may open to 100% capacity. Businesses may still limit capacity or implement additional safety protocols at their own discretion.
- The State of NM transitioned to a tiered county by county COVID-19 risk system. Counties will operate under three levels: Red, signifying very high risk; Yellow, signifying high risk; and Green,

signifying medium risk. Each level carries its own set of restrictions. Counties that are Turquois have reached Green status for two consecutive biweekly map updates.

- Chaves moves to Green in the State's last report
- Eddy, Quay, Roosevelt, and Lea Counties have remained at the State's highest level of Turquois – 75% dining capacity and retail capacity at 50%.
- Xcel Energy Business travel policy restricts travel to an CDC country Level 3 and DOS Level 4
- Only vendor delivery of essential goods and services are allowed

Distribution

- Distribution Control Center (DCC) has completed sequester plan w/trigger
 - Trailer contracts have been established to provide onsite 48-hour delivery upon activation.
- · Crews are on staggered start times

Transmission

- Transmission Control Center (TCC) has completed sequester plan w/trigger
- Substation O&M crews and Relay Technicians can report from home to job site
- Transmission Construction employees reporting to job site

Energy Supply

- Power plant Control Room Employees have been isolated
- Isolated contractors performing capital work
- Control Room has completing sequester plan with trigger

Supply Chain

Established work from home guidelines for key vendors and consultants

CUSTOMER CARE

Customer Care

- Customer Credit is working with customers and encouraging customers who are behind on bills to make payment arrangements.
- Suspension of Disconnection of Service to any residential service
 - NM residential disconnect moratorium was extended for 100 days, after which, a 90-day transition period will begin.
- Suppressing New Mexico Residential Late Payment Fees.
- Personal Accounts or PAR Department is working with the New Mexico Salvation Army to launch
 an EnergyShare program for customers in need of assistance with their bills. These are funded
 through a combination of customer donations and corporate contributions and provide an
 additional resource and allows for customer donations to stay within the community. The NM
 Salvation Army will distribute the funds to customers in need in the counties throughout New
 Mexico.

AMARILLO REGIONAL HEADQUARTERS

- Most employees working from home
- Workout facilities closed